

## Consultation Questions

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### Procuring rail passenger services

1. What are the merits of offering the ScotRail franchise as a dual focus franchise and what services should be covered by the economic rail element, and what by the social rail element?

Q1 comments: My main use is transport to and from work. So my main interest is economic.

2. What should be the length of the contract for future franchises, and what factors lead you to this view?

Q2 5 years - subject to review 1/2 through and a rail-users referendum to determine

3. What risk support mechanism should be reflected within the franchise?

Q3 comments:

4. What, if any, profit share mechanism should apply within the franchise?

Q4 This is a service to the country there should be not profit, any profit made should plowed back into the rail-service

5. Under what terms should third parties be involved in the operation of passenger rail services?

Q5 It should essentially remain under public control. With no vested interests in creaming the most profitable services away from the rest.

6. What is the best way to structure and incentivise the achievement of outcome measures whilst ensuring value for money?

Q6 Explain yourself - don't know what you mean

7. What level of performance bond and/or parent company guarantees are appropriate?

Q7 comments: pass

8. What sanctions should be used to ensure the franchisee fulfils its franchise commitments?

Q8 Fire them if public referendum is negative

### **Achieving reliability, performance and service quality**

9. Under the franchise, should we incentivise good performance or only penalise poor performance?

Q9 Incentivise good performance, but discount fares to public if franchise showing poor performance

10. Should the performance regime be aligned with actual routes or service groups, or should there be one system for the whole of Scotland?

Q10 Performance, especially punctuality should be uniform across the network. Just because you live in a rural area doesn't mean you have to put up with poor performance

11. How can we make the performance regime more aligned with passenger issues?

Q11 Monitor passenger satisfaction. Keep staff especially trains informed of service disruption (this is critical). Let the travelling public know what is going on.

12. What should the balance be between journey times and performance?

Q12 They are not mutually exclusive. Journey times should be as fast as possible along with punctuality

13. Is a Service Quality Incentive Regime required? And if so should it cover all aspects of stations and service delivery, or just those being managed through the franchise?

Q13 Yes by independent body with power to penalise franchise

14. What other mechanisms could be used for assessing train and station quality?

Q14 Twitter surveys ?

### **Scottish train services**

15. Can better use be made of existing train capacity, such as increasing the permitted standing time beyond the limit of 10 minutes or increasing the capacity limit? What is an acceptable limit for standing times on rail services?

Q15 Buy more trains !!! 10 mins should be the allowable standard. Do not put on reserve seats on commuter serves

16. Should the number of services making use of interchange stations (both rail to rail and rail to other modes) be increased to reduce the number of direct services? What would be the opportunities and challenges of this?

Q16 This only works if trains are punctual - they are often not. Station information belies this fact it that they often claim train is on time 10 mins after the expected time

17. Should Government direct aspects of service provision such as frequency and journey time, or would these be better determined by the franchisee based on customer demand?

Q17 Minimum provision should be set by Government. But customer is import especially during peak times. For instances that satellite stations should be use for long distance communiting during peak hours

18. What level of contract specification should we use the for the next ScotRail franchise?

Q18 comments: What was the level before ?

19. How should the contract incentivise the franchisee to be innovative in the provision of services?

Q19 comments:

### **Scottish rail fares**

20. What should be the rationale for, and purpose of, our fares policy?

Q20 comments:

21. What fares should be regulated by government and what should be set on a commercial basis? Do your recommendations change by geographic area (the Strathclyde area example), or by type of journey (for example suburban or intercity)?

Q21 comments:

22. How should we achieve a balance between the taxpayer subsidy and passenger revenue contributions in funding the Scottish rail network? At what rate should fares be increased, and how feasible would it be to apply

higher increases to Sections of the network which have recently been enhanced?

Q22 They need to be subsidised at work travel times. Fairs should not increase above inflation. The rail way is primarily a service not a profit making machine. Investment is long term. Policy might be to encourage rail by moving road subsidy to rail.

23. What should the difference be between peak and off-peak fares? Will this help encourage people to switch to travelling in the off-peak?

Q23 Again you need to acquire more trains - how can a commuters switch to off-peak times?

### **Scottish stations**

24. How should we determine what rail stations are required and where, including whether a station should be closed?

Q24 comments:

25. What are the merits or issues that arise from a third party (such as a local authority or local business) being able to propose, promote and fund a station or service?

Q25

26. Should only one organisation be responsible for the management and maintenance of stations? If this was the franchisee how should that responsibility be structured in terms of leasing, investment, and issues relating to residual capital value?

Q26 No local businesses and services could populate empty stations with a view to maintaining them

27. How can local communities be encouraged to support their local station?

Q27 Shops and services

28. What categories of station should be designated and what facilities should be available at each category of station?

Q28 Stations in districts where they more than say 1000 should have at least one service at the station + parking an bike lockers

### **Cross-border services**

29. Should cross-border services continue to go north of Edinburgh? In operating alongside ScotRail services, how do cross-border services benefit passengers and taxpayers? And who should specify these services, the Department of Transport or the Scottish Ministers?

Q29 Yes - because they can offer more efficient long-distance services

30. Or should the cross-border services terminate at Edinburgh Waverley, allowing opportunities for Scottish connections? And if so, what additional benefits would accrue from having an Edinburgh Hub?

Q30 No

### **Rolling stock**

31. What alternative strategies or mechanisms could be used to reduce the cost of the provision of rolling stock?

Q31 Buy them and maintain them in Scotland

32. What facilities should be present on a train and to what extent should these facilities vary according to the route served?

Q32 Get rid of the trolleys they are a nuisance put buffer bars back on long-distance services

### **Passengers – information, security and services**

33. How should we prioritise investment for mobile phone provision and / or Wi-Fi type high-bandwidth services?

Q33 Only Wifi - mobiles are a nuisance

34. How should we balance the need for additional seating capacity and retain the flexibility of a franchisee to offer first-class services if commercially viable?

Q34 Remove first class it is an anachronism .

35. What issues and evidence should be considered prior to determining whether or not to ban the consumption of alcohol on trains?

Q35 Should be banned causes too much trouble

36. How can the provision of travel information for passengers be further improved?

Q36 By telling the truth and keeping the staff / Drivers/Guards constantly

informed of services. Why does the train network use GPS - to truthfully inform the travelling public of timeliness of the service?

### **Caledonian Sleeper**

37. Should we continue to specify sleeper services, or should this be a purely commercial matter for a train operating company?

Q37 Purely commercial

38. Should the Caledonian Sleeper services be contracted for separately from the main ScotRail franchise? Or should it be an option for within the main ScotRail franchise?

Q38 Yes

39. We would be interested in your views in the level and type of service that the Caledonian Sleeper Services should provide. Including:

- What is the appeal of the Caledonian Sleeper Service, and if there were more early and late trains would the appeal of the sleeper services change?
- What is the value of sleeper services to Fort William, Inverness and Aberdeen and are these the correct destinations, for example would Oban provide better connectivity?
- What facilities should the sleeper services provide and would you pay more for better facilities?

Q39 comments:

### **Environmental issues**

40. What environmental key performance indicators should we consider for inclusion in the franchise agreement or the High Level Output Specification?

Q40 Improve cycle provision on trains ( I would pay for this service if properly implemented)